

REQUEST FOR DMPC DECISION – DMPCD 2014 110

Title: Integrated Victims' Services – a new approach to helping victims in London

Executive Summary:

- MOPAC is responsible for commissioning a range of victims' services in London from October 2014. This Decision confirms MOPAC's commissioning plans and seeks approval to commit phase 1 expenditure.

Recommendation:

The DMPC is asked to:

- approve £6,144,288 of funding to enter into a regional agreement with Victim Support for the provision of the referral mechanism as described in section 3;
- approve £610,000 of funding for the capacity building as described in section 4;
- approve £210,000 of funding for preparation for commissioning as described in section 5;
- approve £546,000 of funding for the delivery of specialised services as described in section 6;
- approve £2.1m of funding to be spent in line with the Competed Fund grant agreement with the Ministry of Justice as described in section 7;
- delegate authority to sign the individual grant agreements related to the work described in sections 3,4, 5 and 6 to the Chief Operating Officer; and
- note future plans for the further development of the integrated victims' services approach and the related allocation of funds as described in section 8.

Deputy Mayor for Policing and Crime

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Date

PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

1. Introduction and background

- 1.1. MOPAC assumes responsibility for commissioning victims' services in London from 1st October 2014 and funding has transferred from the Ministry of Justice (MoJ) for this purpose.
 - 1.2. Changes to the commissioning landscape for victims' services mean that a mixed-model of local and national commissioning will be developed, involving local commissioning by Police and Crime Commissioners (PCCs) of referral arrangements and associated support services (see section 3.2 for more detail). The MoJ will take no further role in commissioning these services. Alongside this development, the court-based witness service and the homicide service will continue to be commissioned nationally by the MoJ.
 - 1.3. This decision paper sets out MOPAC's commissioning plans and seeks approval to commit funding to (i) secure the core referral mechanism, whilst also delivering enhanced referral support for specified categories of victims, (ii) secure transitional arrangements for a number of the specialised services that are currently funded by the MoJ, and (iii) to commit to further work develop the future service model.
 - 1.4. MOPAC has commissioned and received an Independent Review of Victims' Services in London, overseen by the Victims' Commissioner, Baroness Newlove. The Review made thirteen recommendations, summarised at Appendix 1. These recommendations have helped inform MOPAC's approach.
 - 1.5. The London Crime Reduction Board (LCRB) has, at MOPAC's suggestion, recently agreed improving the victim experience as a fourth priority area. Importantly, statutory criminal justice agencies in London are supportive of this drive to improve the service to victims and witnesses.
 - 1.6. CJS agencies and services commissioned by MOPAC should be compliant with the Code of Practice for Victims of Crime (in place) and the EU Directive on Victims of Crime (will be in place in November 2015). A summary of the main points of these two documents is at Appendix 3.
 - 1.7. A key factor for compliance with the Code of Practice for Victims of Crime is the recognition of priority categories of victims as follows:
 - Victims of more serious crimes
 - Vulnerable or intimidated victims (including all young victims)
 - Repeat or persistently targeted victims
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2. MOPAC's Approach

- 2.1. MOPAC's approach, as endorsed by the Mayor and the London Crime Reduction Board, is to drive a 'whole system' approach to support victims of crime to cope and recover, protecting vulnerable victims; preventing repeat victimisation; and driving victim satisfaction and confidence in the criminal justice system. MOPAC intends to work with victims and across agencies to drive over time a co-ordinated, cohesive approach in London – Integrated Victims' Services (IVS).

- 2.2. MOPAC is adopting a phased approach to change. This enables us to develop better models of support whilst maintaining a quality service and managing risk. The result will be a more robust, region-specific model on which to further build our vision of Integrated Victims' Services. Phase 1 focuses on moving from a national to a regional commissioning model, and importantly that services to victims are maintained and where possible improved. This includes the referral mechanism and associated services in addition to commissioning specialist services to address specific and immediate gaps in provision as set out in the Independent Review. This is a learning process and we are keen to continue to improve services to victims in future phases.
- 2.3. The overarching commissioning strategy and the commitments detailed below have been developed and aligned to MOPAC's outcome-based approach. As such, all grant agreements and contracts that may be developed within this programme, will contain clearly defined outcomes linked to the broader integrated victims' services approach, as well as to MOPAC's broader strategic ambitions, and will be managed on that basis.

3. Funding

Referral Mechanism and Associated Services

- 3.1. MOPAC is an 'early adopter' PCC area, meaning that we are commissioning the referral mechanism into victims' services from 1st October 2014. Most other PCC areas will commission this element from 1st April 2015.
- 3.2. The referral mechanism must be compliant with the forthcoming EU Directive on Victims of Crime and provide a service:
- which can be contacted by referring organisations or victims (and family members);
 - through which the needs of victims (and family members) can be assessed;
 - by which victims (and family members) can be provided with relevant information and/or referred to suitable victim support services, in accordance with their needs;
 - by which victims who report crime in a PCC area, but who reside in a different PCC area can have their personal data transferred to the support arrangements in place in their area of residence, and
 - that complies with the Data Protection Act 1998.
- 3.3. Also in accordance with the EU Directive, the service must prioritise support for victims of more serious crimes, vulnerable victims, particularly those whose circumstances make it difficult for them to access support, and repeat or persistently targeted victims. The services provided to victims must assist them to deal with the immediate impact of the crime, and support them through the criminal justice system where appropriate, as well as to help them to overcome the longer term legacy of the crime. This is regardless of whether or not the victim has reported the crime to the police.
- 3.4. A range of market testing undertaken by other Police and Crime Commissioners indicates that the market for the provision of victim referral services is limited at this time. As a result, it is proposed that MOPAC enter into a 12 month regional arrangement with Victim Support to replace and improve upon the current national grant-in-aid arrangements between Victim Support and the Ministry of Justice.

- 3.5. MOPAC has drawn up a Statement of Requirements that seeks to manage the risk to service quality and continuity that the transition of commissioning responsibility carries. These requirements seek to maintain the current level of service whilst introducing elements of enhanced service provision in line with the recommendations from the Independent Review of Victims' Services (and which have specifically been funded through the Competed Fund Grant from MoJ):
- The service shall be for all victims of crime¹;
 - Prioritisation of telephone calls to victims (as opposed to letter/text) needs to be based on the specified priority categories as identified by the police²;
 - Earlier identification and an enhanced service for priority victims, particularly young victims and repeat victims;
 - A new service for international visitors to London who fall victim to crime whilst they are here, and
 - Full needs assessments to develop a suggested full care plan to help victims cope and recover and help prevent re-victimisation, resulting in more onward referral to external agencies better placed to assist.
- 3.6. Victim Support has submitted a proposal for the service which would cost £6,144,288 for the 12-month period from 1st October 2014 to 30th September 2015. It is recommended that the DMPC approve these proposals and that the funding is split across two financial years 2014/15 and 2015/6.

4. Capacity Building Funding

- 4.1. In line with the recommendations in the Independent Review of Victims' Services that refer to capacity building and continuous improvement (see appendix 2), the over-arching approach to this element of funding is to provide support to the voluntary, community and social enterprise (VCSE) sector by ensuring the infrastructure is in place to support effective engagement with MOPAC and our victims work programme, and to support the development and provision of specialised services. This will be achieved through the development of a small grants fund to help build capacity within the VCSE sector, and by working with partners on key activities that will inform the longer term development of victims' services and MOPAC's future commissioning opportunities.

London Safer Future Communities Voluntary, Community and Social Enterprise Network

- 4.2. It is proposed that MOPAC continues its relationship with the Safer Future Communities Voluntary, Community and Social Enterprise Network. This sub-group of the London Voluntary Services Council, which includes over 300 organisations, provides the infrastructure that facilitates MOPAC's work with VCSE organisations in London and provides a valuable conduit for consultation and service development. They have a proven track record in supporting MOPAC's work, e.g. they worked with MOPAC to facilitate Police and Crime Plan consultation events with VCSE partners, and they will further support engagement with the VCSE sector as the future service delivery model is developed.

Small Grants Fund

- 4.3. The Independent Review of Victims' Services identified that a large proportion of services for victims of crime are delivered by small VCSE organisations through their volunteer cohorts. Building

1 The current grant-in-aid covers specific crime types and does not include, for example, theft of or theft from a motor vehicle

2 Prioritisation of calls is currently based solely on crime type

volunteer capacity is crucial to the continued provision of vital services to support victims and help them cope and recover.

- 4.4. It is therefore proposed that a small grants fund is established to be operational from January 2015 and administered by the London Community Foundation. The key features and broad objectives for the fund will be:
- VCSE capacity building to support the management and growth of volunteer capacity to for improve and expand the delivery of victims' services as identified in the Independent Review;
 - targeting, but not limited to, organisations working with those sectors in which the Independent Review has identified gaps in provision (e.g. hate crime, young people); and
 - proportionate outcomes measurement.

All grants agreed under this programme would be published on the MOPAC website.

- 4.5. The benefits of using an external charity to manage the fund are that it will provide an opportunity to align the fund with an organisation that has a track record in delivering voluntary sector grants programmes and can therefore provide high levels of support to those aiming to access the fund. In addition, this could also open up further funding opportunities to the would-be grant recipients, through the other funding programmes being delivered by the Foundation, which would be advantageous. Furthermore, this arrangement would remove the high administrative burden associated with delivering a small grants programme from MOPAC, and enable MOPAC staff to focus more clearly on the overall programme delivery.
- 4.6. On the basis of the above activities, it is therefore proposed that the DMPC approve £610,000 of funding for the capacity building and preparation for commissioning.

5. Preparation for Commissioning

Scoping and developing system re-design options

- 5.1. In order to take forward the recommendations from the independent review, and to develop a 'whole system approach' to victims' services across the criminal justice system, it is proposed that MOPAC engage consultancy resources to support the service re-design element of MOPAC's victims' services work programme.

Domestic Homicide Reviews

- 5.2. MOPAC has a commitment within the Police and Crime Plan to deliver a pan-London Domestic Violence Service that will ensure a more consistent approach to the provision of Independent Domestic Violence Advocates. This is a key service provision commitment that will support vulnerable victims, which is key requirement of the EU directive on Victims of Crime. In order to develop the service and to ensure it is informed by local need and practice, it is proposed that a fund is established to which Community Safety Partnerships can bid for matched funding to support Domestic Violence Homicide Reviews. The purpose of doing so would be to support learning, service improvement and the future development of the pan-London Domestic Violence Service.
- 5.3. On the basis of the above activities, it is therefore proposed that the DMPC approve £210,000 of funding for the capacity building and preparation for commissioning.

6. Specialised Services

- 6.1. The approach in terms of specialised services is to provide transitional support to a number of organisations currently funded through MoJ grants to ensure continuity of service to their clients and to allocate earmarked funds to support female victims of sexual exploitation. In addition, MOPAC is developing a number of key strands of work that will inform future provision, including the Mayor's Hate Crime Reduction Strategy and the Pan-London Domestic Violence Service. Separate decision papers will be submitted for these elements at the appropriate time.

Currently Funded Organisations

- 6.2. There are a number of VCSE organisations who are also funded by the MoJ for the delivery of specific specialised services (see Appendix 3). Some of these services are funded for delivery nationally, or in multiple PCC areas. Others are funded for delivery in London alone. It has taken some time to secure specific information from the MoJ about the services provided by these organisations. However, it is now evident that the existing MoJ grant agreements with these organisations are not in line with MOPAC's current performance measurement and contract management approach. Therefore, in line with our approach to outcome-based commissioning, MOPAC will focus arrangements for the 6 month transitional period on delivery.
- 6.3. The affected organisations are providing specialised services across young victims, domestic violence victims, hate crime victims (race, LGBT and faith) and male victims of sexual abuse, which have been identified as key areas within the Independent Review, and in many cases the providers are smaller VCSE organisations. It is therefore proposed that transitional funding is provided to these organisations until 31 March 2015 to support them to continue delivery whilst planning for exiting from the current arrangements and preparation to bid for new funding streams, such as the small grants fund (discussed in section 4 and/or other funding opportunities for specialist provision, such as for hate crime and domestic violence).

Tackling Exploitation

- 6.4. Through our work on developing our strategic ambitions for dealing with gangs and serious youth violence in London, it has become evident that there is a significant risk in relation to the exploitation of young women in or at risk of gang involvement. To address this, it is proposed that funding is provided to extend a programme of young people's advocates (currently funded by MoJ) who provide support to young women aged 11-18 who are involved in or at risk of gang involvement, sexual violence and exploitation, primarily within gangs. This would be an extension of a programme that is currently run by the Safer London Foundation and would be funded from the monies earmarked for sexual/domestic violence.
- 6.5. On the basis of the activities described above, it is therefore proposed that the DMPC approve £546,000 of funding for the delivery of specialised services.

7. Competed Fund

Specialist Youth Provision

- 7.1. Baroness Newlove's Independent Review identified a gap in service provision for young people. As a result, MOPAC has secured a grant of £2.1m from the MoJ Competed Fund, for the delivery of an enhanced priority referral service (£1.1m), which is described in section 3 above, and for the delivery of two specific Specialised Youth Services to help young victims of crime (£1m). These are described in more detail below.
- i. Through our work with key partners on the resettlement of young offenders, MOPAC will map the level of victimisation among the cohort of young people and any existing service provision. We will provide enhanced victims' services to those identified as having a need, which is likely to be more intensive and require one-to-one services and short periods of counselling support.
 - ii. MOPAC will ensure that there is an experienced professional in every Major Trauma (A&E) Unit who can quickly identify those young victims needing support. This is linked to a key commitment in the Strategic Ambitions for London: Gangs and Serious Youth Violence, to ensure that such victims receive immediate and intensive support that is linked to existing gang-exit services where appropriate.
- 7.2. The DMPC is asked to approve the allocation of £2.1m for the purposes described above in this section and in section 3.
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8. Further plans for the allocation of victims' funding

- 8.1. As set out in this paper, Phase 1 of our approach focuses on delivering effective and enhanced referral mechanism and associated services, as well as addressing a number of gaps in provision. As part of Phase 2 we will undertake further needs assessments to determine commissioning strategies for specialist services to support particular victims of crime. Some key areas of work have already been identified as below.

Pan-London Domestic Violence Service

- 8.2. The DMPC is asked to note that there will be a forthcoming decision paper on the VAWG strategy commitment to deliver a pan-London Domestic Violence Service for London.

Hate Crime Services

- 8.3. MOPAC is currently developing a Hate Crime Reduction Strategy for London and this work will identify a range of activities and services that will need to be put in place to ensure effective support is available for hate crime victims. A decision paper focussed on these activities will be submitted at a later date.

Restorative Justice

- 8.4. The provision of RJ is a duty under the EU Directive, which comes into force in November 2015. There is an expectation from the Ministry of Justice that PCCs provide funding for the delivery of restorative justice (RJ). Officers are currently working to develop a victim-led restorative justice model, and to drive innovation and integration at a local level. Proposals arising from this work will link with MOPAC's wider IVS plans and the Transforming Rehabilitation agenda. Specific plans for this work will be put forward in a future decision paper.

Working with Local Partners to Develop IVS

- 8.5. It is our intention to work with boroughs on the development of IVS to develop local approaches that will integrate local service pathways with core victims' services (the referral mechanism). This will be achieved by undertaking comprehensive needs/risk assessments of individuals and putting in place tailored packages of support for them.

Communications

- 8.6. The EU Directive on Victims of Crime sets out the requirement that services should be free at the point of access and available both to those who report their crime to the police and those who choose not to do so. This latter group will need to know where to go to access support to help them cope and recover. In addition, as part of the development of the IVS model the use of technology to support victim-led access to services and information will need to be explored, particularly in relation to ensuring it aligned to the national infrastructure that is to be developed. It is, therefore, proposed that funding will need to be allocated to assist with communicating the new offer for victims' services in London.

9. Financial Comments

- 9.1. The Ministry of Justice has allocated funding using a population-based formula. As a result, London has received 14.69 per cent of the total funding pot, despite accounting for 21.2 per cent of all recorded crime and approximately 25 per cent of all referrals to Victim Support. MOPAC has lobbied extensively to secure more funding for London and MOPAC (and the City of London) recently won an additional £2.36million from the MoJ's Competed Fund for PCCs (£260,000 of which has been allocated to City of London for delivery of the Economic Crime Victim Care Unit).
- 9.2. The funding is split between capacity building and service delivery funding and the Competed Fund as illustrated in the table below. There are further pots earmarked by the Ministry of Justice for restorative justice and sexual/domestic violence. The grant agreement stipulates that the services supported through this funding must be compliant with the EU Directive, that their services must be appropriately publicised, and that MOPAC must specify within its annual police and crime plan the services commissioned within this grant funding stream.
- 9.3. MOPAC has received £12.79m for capacity building, preparation for commissioning and service delivery for 2014-16, including restorative justice and sexual and domestic violence. In addition, MoJ have indicated that MOPAC will receive minimum funding of £8.93m for service delivery in 2015-16. This paper seeks approval to commit £6,450,970.00 of the 2014/15 funding and £3,070,000 of the 2015/16 funding.

10. Legal Comments

- 10.1. MOPAC's general powers are set out in the Police Reform and Social Responsibility Act 2011 (the 2011 Act). Section 3(6) of the 2011 Act provides that MOPAC must "secure the maintenance of the metropolitan police service and secure that the metropolitan police service is efficient and effective."

Under Schedule 3, paragraph 7 MOPAC has wide incidental powers to “do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of the Office.” Paragraph 7(2) (a) provides that this includes entering into contracts and other agreements.

- 10.2. Section 143 (1) (b) of the Anti-Social Behaviour Crime and Policing Act 2014 provides an express power for MOPAC, as a local policing body, to provide or commission services “intended by the local policing body to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.” Section 143(3) specifically allows MOPAC to make grants in connection with such arrangements and any grant may be made subject to any conditions that MOPAC thinks appropriate.
- 10.3. The powers in section 143 were given to MOPAC following the Government’s response to the consultation *Getting it Right for Victims and Witnesses* (2 July 2012) in which it set out a package of reforms to the way in which support services for victims of crime are to be provided. Section 143 creates a clear statutory basis for the proposals set out in this decision form, namely to award grant funding to Victim Support and to a number of other bodies as set out above for the provision of victim-support related services.
- 10.4. Under MOPAC’s Scheme of Delegation, approval of the strategy for the award of individual grants and the award of all individual grants (for crime reduction or other purposes) is a matter generally reserved to the DMPC (paragraph 5.6). The release of funding in accordance with the proposals set out in this decision form is accordingly to be approved by the DMPC. The delegation of responsibility for the finalisation of planning and contractual/grant arrangements, including relevant terms and the signing of agreements, to the Chief Operating Officer is in accordance with the general power of delegation in paragraph 1.7.
- 10.5. At paragraph 3.4 above it is noted that MOPAC officials are negotiating with Victim Support for a regional arrangement to replace and improve upon the current national grant-in-aid arrangements between Victim Support and the Ministry of Justice. It is noted that other PCC areas which went out to tender for these services only received bids from Victim Support.
- 10.6. To the extent that any regional arrangement with Victim Support involves their provision of services to MOPAC, MOPAC’s Contract Regulations provide that contracts of this value should be tendered competitively following publication of a contract notice in the Official Journal of the European Union unless this is not required under the Public Contracts Regulations 2006 (the Regulations), in which case at least four tenders should be sought.
- 10.7. However, here, the services may be categorised as Part B “residual” services for the purposes of the Regulations and need not be procured in a regulated manner. Accordingly, in accordance with paragraphs 1.6 and 1.7 of MOPAC’s Contract Regulations, the DMPC may approve an exemption from the requirement to seek at least four tenders for the services. Paragraph 5.11 of MOPAC’s Scheme of Delegation gives the DMPC authority to determine procurement strategy for all MOPAC revenue and capital contracts worth £500,000 and above, including decisions on the criteria and methodology to be adopted in the tendering process, any exemptions from the procurement requirements and any necessary contract extensions.
- 10.8. As, however, new Regulations are expected to come into force later this year which will remove the distinction between Part A and B services and will narrow significantly the scope of “exempted” service categories, officers are advised to commence the planning of any re-procurement of the services as soon as possible to ensure that a longer term contract can be put in place in good time for

the expiry of the proposed interim regional arrangement.

- 10.9. In addition to the services to be provided by Victim Support, the decision form identifies a number of other ways in which victim-related services will be delivered as part of MOPAC's Integrated Victims' Services approach. These are detailed above in sections 4,5 and 6 and will be delivered through grant funding arrangements.

11. Equality Comments

- 11.1. MOPAC is required to comply with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 11.2. As highlighted through the independent review of victims' services commissioned by MOPAC and through analysis of police crime data, there are some communities that are over-represented amongst victimisation data and/or who fall within the scope of the EU Directive, i.e. victims of more serious crimes, vulnerable victims, particularly those whose circumstances make it difficult for them to access support, and repeat or persistently targeted victims, who must receive a prioritised service. In addition, the analysis indicates that those living in more deprived neighbourhoods are more likely to be targeted.
- 11.3. The proposals detailed in this decision will ensure that a victims' referral mechanism is provided for *all* victims of crime in line with the EU Directive on Victims of Crime. In addition, these proposals will ensure enhanced provision through Victim Support for young, vulnerable and repeat and persistently targeted victims. The funding being provided for specialised services will support a range of organisations supporting victims suffering from disability, faith, lesbian, gay, bisexual and transgender, and race hate crime, and also victims of domestic and sexual violence. Furthermore, there are a number of ongoing work programmes which include the development of further victims' services, including the Pan-London Domestic Violence Service and services to support the delivery of the Hate Crime Reduction Strategy.
- 11.4. As part of the service re-design process and the new grant agreements that are being put in place for Victim Support and for the delivery of a range of specialised services, additional information and data is being gathered and will further inform the development and delivery of services to address the range of victim needs across London.

12. Background/supporting papers

- Appendix 1 – Recommendations from the Independent Review of Victims' Services
- Appendix 2 – Summary of Victims' Code of Practice and EU Directive on Victims of Crime
- Appendix 3 – VCSE organisations funded from the Ministry of Justice Victims General Fund.

Public access to information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the MOPAC website within 1 working day of approval. Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate Part 2 form. Deferment is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of **this** form to be deferred? NO

If yes, for what reason:

Until what date (if known):

Is there a **part 2** form – NO

If yes, for what reason:

ORIGINATING OFFICER DECLARATION:

	<i>Tick to confirm statement (✓)</i>
Head of Unit: Head of Engagement has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓
Legal Advice: The TfL legal team has been consulted on the proposal.	✓
Financial Advice: The Head of Strategic Finance and Resource Management has been consulted on this proposal.	✓
Equalities Advice: Equality and diversity issues are covered in the body of the report and the Workforce Development Officer has been consulted on the equalities and diversity issues within this report.	✓

OFFICER APPROVAL**Chief Operating Officer**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature

Date

Appendix 1 – Recommendations from the Independent Review of Victims’ Services

Commissioning strategy and funding

- Commissioning should address key gaps in provision:
 - support for young victims; victims of hate crime, particularly victims with disabilities; repeat victims; victims of trafficking and exploitation, and male victims of abuse.
- Ensure that the provision of core support and specialist services is underpinned by clear referral protocols
- Commissioning strategy should recognise the need for a personalised, victim-centred approach as no two victims will react in the same way and offence-type is not a reliable indicator of need
- Develop fully integrated and individualised support which links to local services and community organisations and which facilitates the identification and support of vulnerable victims and those who self-refer to services
- Create sustainable funding models for providers of victims’ services by ensuring appropriate alignment between commissioning timescales, restrictions on the use of funding, and required service outcomes to help support sustainability of provision

Capacity building

- Develop a capacity building approach to support the engagement of VCSE organisations in the commissioning of victims’ services
- Help improve VCSE and CJS staff awareness of and responsiveness to the diverse range of victims’ needs to ensure a more sympathetic service
- Establish a centralised database of victims’ services to enhance partnership working between statutory agencies, VCSE organisations and local service providers, and help better align provision with need

Data recording and monitoring

- Develop a framework that enables victim satisfaction and confidence to be understood, measured and monitored across all parts of the CJS
- Improve the way that victim data is recorded and shared across the CJS and support organisations to enable appropriate, tailored responses based on the needs of the individual
- Work with other funders to develop a robust and consistent outcomes framework which measures and monitors how victims are coping and recovering in London and allow compliance with VCOP to be monitored

Continuous improvement

- Conduct detailed mapping of the victim journey and support pathways in order to understand why so few victims embark on a ‘victim journey’ through the CJS and to help address and streamline the multiple referrals
- Introduce reforms to further improve the effectiveness of the CJS to respond to victims’ needs, thus increasing confidence and engagement in the longer term

Appendix 2 – Summary of Victims’ Code of Practice and EU Directive on Victims of Crime

The Code of Practice for Victims of Crime

The Code states that when a crime is being investigated by police, victims are entitled to receive from police:

- an assessment of their needs so they can access victims services if appropriate;
- their details passed to victims services where help or support is needed, **within two working days of making a request** or if a victim of most serious crime, a persistently targeted or vulnerable and intimidated victim, **within two working days of making an allegation unless they do not want their details passed to victims services**;
- contact details of victims’ services so they can access support at any time.

Victims may discuss and agree with police different timings to receive the information and services to which they are entitled above, to suit their needs.

In addition, victims of most serious crime, those persistently targeted or vulnerable and intimidated, are entitled to be referred to a specialist organisation, where appropriate and available.

Close relatives of a victim who dies as a result of criminal conduct are entitled to be offered accessible advice on bereavement and information on available victims’ services, by police.

Minimum standards

Under the Code, the police **must**:

- assess whether victims fall into one of the three priority categories: victims of the most serious crime; persistently targeted victims, and vulnerable or intimidated victims;
- automatically refer victims in the three priority categories to appropriate victims’ services within two working days of the allegation being reported, unless they are not to be referred;
- only provide information about victims of sexual or domestic violence offences or the details of close bereaved relatives if they give their explicit consent;
- refer all other victims to victims services either within two days of a request from the victim to do so ***OR** within two working days of the allegation being reported, unless they are not to be referred, depending on the outcome of the current consultation on the Code on this point*;
- inform all victims that they can choose to refer themselves to victims’ services at a later date and provide contact details for victims’ services;
- provide all victims with the “information for victims of crime” leaflet or refer the victim to a website which contains the same information as soon as possible and not later than five working days of the victim making an allegation of criminal conduct. This must include contact details for victims’ services.

The police or any other service provider acting as the main point of contact in the case, should inform those victims identified in the three priority categories that pre-trial therapy is available if needed, and, if requested, will be facilitated. The relevant service provider must also refer victims in the three priority categories to specialist organisations where appropriate and available.

EU Directive on Victims

The EU Directive on Victims was adopted on 4 October 2012. Member states have until 16 November 2015 to implement the contents of the Directive. The articles considered relating directly to victims' services and their provision by Member States are:

Article 8 concerns the right to access victim support services.

1. Member States shall ensure that victims, in accordance with their needs, have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings. Family members shall have access to victim support services in accordance with their needs and the degree of harm suffered as a result of the criminal offence committed against the victim.
2. Member States shall facilitate the referral of victims, by the competent authority that received the complaint and by other relevant entities, to victim support services.
3. Member States shall take measures to establish free of charge and confidential specialist support services in addition to, or as an integrated part of, general victim support services, or to enable victim support organisations to call on existing specialised entities providing such specialist support. Victims, in accordance with their specific needs, shall have access to such services and family members shall have access in accordance with their specific needs and the degree of harm suffered as a result of the criminal offence committed against the victim.
4. Victim support services and any specialist support services may be set up as public or non-governmental organisations and may be organised on a professional or voluntary basis.
5. Member States **shall ensure** that access to any victim support services is not dependent on a victim making a formal complaint with regard to a criminal offence to a competent authority.

Article 9 concerns the support from victim support services.

1. Victim support services, as referred to in Article 8(1), shall, as a minimum, provide:
 - (a) information, advice and support relevant to the rights of victims including on accessing national compensation schemes for criminal injuries, and on their role in criminal proceedings including preparation for attendance at the trial;
 - (b) information about or direct referral to any relevant specialist support services in place;
 - (c) emotional and, where available, psychological support;
 - (d) advice relating to financial and practical issues arising from the crime;

(e) unless otherwise provided by other public or private services, advice relating to the risk and prevention of secondary and repeat victimisation, of intimidation and of retaliation.

2. Member States shall encourage victim support services to pay particular attention to the specific needs of victims who have suffered considerable harm due to the severity of the crime.
3. Unless otherwise provided by other public or private services, specialist support services referred to in Article 8(3), shall, as a minimum, develop and provide:

(a) shelters or any other appropriate interim accommodation for victims in need of a safe place due to an imminent risk of secondary and repeat victimisation, of intimidation and of retaliation;

(b) targeted and integrated support for victims with specific needs, such as victims of sexual violence, victims of gender-based violence and victims of violence in close relationships, including trauma support and counselling.

Appendix 3 – VCSE organisations funded from the Ministry of Justice Victims General Fund

Organisation	Service Provided	MoJ Apr-Oct 2014-15
Refuge	DV - Provision of court-based Independent Domestic Violence Advisors in Lambeth, Lewisham & Southwark.	£46,169
The Nia Project (Hackney)	DV - Provision of 1 court-based Independent Domestic Violence Advisor in Hackney & Tower Hamlets.	£8,924
Advance Advocacy	DV - Provision of 1 court-based Independent Domestic Violence Advisor in Hammersmith, Fulham & Brent, and Westminster and Kensington & Chelsea.	£33,801
The Metro Centre	Hate Crime (LGBT) - Improve accessibility and capacity building for frontline LGBT support services in South East London.	£16,250
The JAN Trust (Joint Association of NISSA)	Hate Crime (Faith) - Increasing capacity for frontline services in Haringey providing support and counselling to victims of hate crime, in particular refugee, asylum seekers and Muslim women.	£21,884
Greenwich Action Committee Against Racist Attacks (GACARA)	Hate Crime (Race) - Maintain frontline support services (24 hour helpline and outreach services) and increase capacity through the expansion of its volunteer recruitment and training programme.	£11,320
Bede House Association	Hate Crime (LGBT) - Maintain and increase frontline support services and training for a Lesbian, Gay, Bisexual and Trans Hate Crime caseworker in Southwark.	£27,165
Galop	Hate Crime (LGBT) - Maintaining frontline services through the provision of a full time caseworker delivering support to victims of homophobic and transphobic Hate Crime across London.	£22,769
Kingston Race & Equalities Council	Hate Crime (Race) - Sustain and increase its frontline services providing support and counselling to victims of hate crime in South West London.	£11,250
Respond	Young People - Providing key counselling and therapeutic services for children with learning disabilities who have been sexually abused.	£28,682
NSPCC*	Young People - Develop therapeutic services in different parts of England & Wales supporting the recovery of children who have been sexually abused. Funding is also used to train 50 practitioners and 19 managers.	£7,754

Survivors UK*	Male SV - Supporting male victims of sexual abuse in England & Wales through a national helpline and provision of counselling services in London. Funding is used to help pay for a training program for mental health service professionals and other professionals coming in to contact with the male survivor community.	£32,666
Brake*	Bereaved (Road Traffic) - National helpline supporting bereaved families of culpable road deaths in England & Wales to access immediate support. Funding helps to provide Support Workers providing face-to-face support; provide online information about the helpline and pursuing external accreditation through the Helplines Association.	£8,526*
Community Security Trust*	Hate Crime (Faith) - Supporting victims of anti-Semitic hate crime in England & Wales, providing practical support and increased reporting. Funding enables CST to employ 2 Incidents Investigators; set up a mobile incident reporting application including advertising; and updating an incidents record database.	£11,875*
Stop Learning Disability Hate Crime Helpline (Stop Hate UK)*	Hate Crime (Disability) - Support victims of disability related hate crime in England & Wales through a national helpline and casework service. Funding is used to employ 2 part-time helpline advice and support officers and volunteers. This was originally run by Voice UK but was taken over by Stop Hate UK when they went in to liquidation in 2012.	£2,125*
*estimated proportion spent in London of multi-regional grant		